

My name is Kent Dungfelder. I live at 106 Chambers Street in Manchester. I have been employed by the Town of Windsor Board of Education maintaining the JFK Elementary School there for the past 12 years.

I injured my left shoulder on October 31, 2016 and had to be operated on. The insurance company accepted this claim. The operation took place on January 12, 2017. Following surgery, I went through course of physical therapy. While doing this, I found I was using my right shoulder much more than I had in the past to make up for the weakness in the left. I was returned to full duty work, still using my right shoulder more than my left. By October of 2017, it appeared that treatment was going to be needed for the right shoulder.

My doctor told the insurance company, in December of 2017, that the problem with my right shoulder was from overuse and thus related to the first injury. Then I re-injured the right shoulder in January of 2018. The insurance company denied that the right shoulder was related from the outset. They issued a formal denial in February of 2018. From then on, my attorney had to go to at least two hearings before the Commissioner. The insurance company continued to delay approval for surgery on the right shoulder, they made me go through a deposition, and finally sent me to their own doctor, who agreed with my doctor on all points.

By September of 2018, the last hearing was finally held and the insurance company finally realized that the right shoulder injury was legitimate. In the meantime, my doctor had been pushing for surgery since November of 2017. The right shoulder surgery took place on October 25, 2018. There was an 11 month delay in getting that surgery, and in those 11 months, the insurance company paid no benefits regarding the right shoulder.

My doctor was furious and told me after surgery that in the time it took to finally get approval for the surgery, the right bicep tendon had torn more than it had been and that he no longer could connect the two ends of the tendon. There will be permanent damage.